

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2017

Docket No. ACR2017

CHAIRMAN'S INFORMATION REQUEST NO. 11

(Issued January 31, 2018)

To clarify the basis of the Postal Service's FY 2017 Annual Compliance Report (ACR), filed December 29, 2017,¹ the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than February 7, 2018.

Service Performance

1. The Postal Service has indicated that national operating plan targets (also referred to as the 24-Hour Clock) "are under review for possible revision."² Please confirm that the following national goals were in effect for FY 2017. If not confirmed, please provide the revised information for FY 2017.
 - a. Cancelled by 20:00 = 80 percent,
 - b. Outgoing primary cleared by 24:00 = 95 percent,
 - c. Outgoing secondary cleared by 00:30 = 95 percent,
 - d. Mail assigned to Commercial/FedEx by 02:30 = 95 percent,
 - e. Trips on time between 00:00-07:00 = 88 percent,
 - f. MMP cleared by 15:00 = 95 percent,

¹ United States Postal Service FY 2017 Annual Compliance Report, December 29, 2017.

² Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-20 of Chairman's Information Request No. 22, November 15, 2016, question 2.b.ii.

- g. DPS second pass cleared by 05:00 = 95 percent, and
 - h. Carriers returned by 17:00 = 87 percent.
- 2. Please discuss the Postal Service's steps taken to promote achievement of the following 24-Hour Clock national goals in FY 2017:
 - a. Outgoing primary cleared by 24:00,
 - b. Mail assigned to Commercial/FedEx by 02:30,
 - c. Trips on time between 00:00-07:00, and
 - d. MMP cleared by 15:00.
- 3. The Postal Service stated that it expected to develop weekly exception reporting to enable individual facilities to "identify the average amount of mail processed after the respective 24-Hour Clock target clearance time" during FY 2017.³
 - a. Please provide the month and year when facility-level weekly exception reporting was implemented.
 - b. Please discuss the Postal Service's progress during FY 2017 in using this weekly exception reporting to improve service performance.
- 4. Please provide the national level, area level, and district level performance for each of the eight 24-Hour Clock national goals. These results should be for Fiscal Quarters 1, 2, 3, 4, "mid-year,"⁴ "second-half,"⁵ and annually⁶ for FY 2016 and FY 2015.

³ Docket No. ACR2016, Responses of the United States Postal Service to Questions 1-3, 4.a, 4.c, and 5-8 of Chairman's Information Request No. 10, February 7, 2017, question 2.b.

⁴ Mid-year refers to the aggregation of the data for Quarters 1 and 2 of the applicable fiscal year.

⁵ Second-half refers to the aggregation of the data for Quarters 3 and 4 of the applicable fiscal year.

⁶ Annually refers to the aggregation of the data for all four fiscal quarters of the applicable fiscal year.

5. Please provide the national percentage of First-Class Mail Single-Piece Letters/Postcards with collection delays for Fiscal Quarter 3, Fiscal Quarter 4, “second-half,” and annually for FY 2016.
6. Please provide the national level, area level, and district level percentage of First-Class Mail Single-Piece Letters/Postcards that are classified as destination failures (root cause at destination).⁷ These results should be disaggregated by service standard for Fiscal Quarters 1, 2, 3, 4, “mid-year,” “second-half,” and annually for FY 2017.
7. Please provide the area level and district level of TTMS aggregate estimates of First-Class Mail Single-Piece Letters/Postcards with Delivery/Last Mile failures reported. These results should be disaggregated by service standard for Fiscal Quarters 1, 2, 3, 4, “mid-year,” “second-half,” and annually for FY 2016.

⁷ See Responses of The United States Postal Service to Questions 1-19 of Chairman’s Information Request No. 2, January 17, 2018, question 8.a.

8. Please provide the information requested in the following table for FY 2017.

Product	a. Percentage of Mail in Measurement	b. Percentage of Mail entered at Full-Service IMb prices and included in measurement	c. Percentage of Mail Processed as Full-Service IMb, but excluded from measurement
First-Class Mail			
Presorted Letters/Postcards			
Flats			
Standard Mail			
High Density and Saturation Letters			
High Density and Saturation Flats/Parcels			
Carrier Route			
Letters			
Flats			
EDDM-Retail			
Parcels			
Total Standard Mail			
Periodicals			
In-County			
Outside County			
Package Services			
Bound Printed Matter Flats			
N/A = Not Applicable			
Not Available = The Postal Service does not have this information available.			

By the Chairman.

Robert G. Taub